



KARIM SILEEM

CUSTOMER SERVICES REPRESENTATIVE

Location: Dubai, UAE | Phone: +971505771498
LinkedIn: [linkedin.com/in/karim-elbadry-8597941b2](https://www.linkedin.com/in/karim-elbadry-8597941b2)
Email: karimsileem7@gmail.com

Profile

An experienced and dedicated Customer Service Executive seeking to utilize proven customer service, problem-solving skills, and product knowledge to provide exceptional service to customers and exceed expectations. Committed to optimizing customer engagement and growing loyalty through tailored experiences and thoughtful solutions. Focused on leveraging customer feedback to create improvement strategies that boost customer satisfaction and drive business growth.

Experience

❖ Customer Service Executive at business building company

Egypt • 11/2023 – 10/2024

- Implemented an AI-driven customer feedback system, increasing customer satisfaction scores by 25% and reducing response times by 40% within six months.
- Led a cross-functional team to redesign the customer service workflow, resulting in a 30% increase in efficiency and a 20% reduction in operational costs.
- Developed and executed a training program for new hires, improving onboarding efficiency by 50% and enhancing team performance metrics by 15%.

❖ Call Center Agent at IMT School Company

Egypt • 02/2022 – 10/2023

- Directed a team of 20 call center agents, achieving a 30% increase in customer satisfaction ratings by implementing a new training program focused on empathy and active listening.
- Reduced average call handling time by 15% through the introduction of a streamlined script and efficient use of CRM software, leading to improved customer experience and increased call volume capacity.
- Implemented a new quality assurance process that led to a 20% reduction in customer complaints and a 10% increase in first call resolution rates.

❖ **Outdoor Sales Representative at Electronics Store – Egypt**

Jun 2020 – Oct 2021

- Drove revenue by managing a portfolio of 50+ clients, promoting company products, and ensuring repeat business.
- Consistently achieved 100% of monthly sales targets by leveraging relationship management and lead generation techniques.

Education

Bachelor of Electronics and Communication Engineering

Mansoura University, Egypt | Sep 2017 – Jul 2022

Cumulative Grade: Good (70%)

Graduation Project Grade: Excellent

Skills & abilities

- Sales and Customer Engagement: Strategic selling, lead generation, relationship management.
- Negotiation and Closing: Advanced negotiation techniques, deal closing strategies.
- Data and Market Analysis: Proficiency in CRM tools (Salesforce, HubSpot), Microsoft Excel, and market research.
- Presentation Skills: Delivering impactful product and technical presentations.
- Territory and Account Management: Planning and managing sales territories effectively.
- Team Leadership: Cross-functional collaboration and training new hires.
- Adaptability: Handling changing customer needs and competitive market conditions.

Courses

- Foundations of Modern Sales – Coursera
- Sales Training for High-Performing Teams – Udemy
- Strategic Sales Management – edX
- Customer Relationship Management (CRM) – [Add a relevant provider, e.g., HubSpot Academy]

Languages

.Arabic

.English